



Agenda

- This pack contains the slides presented at the Wider Stakeholder meeting held on 29th April 2009.
- Slides with  represent the meeting presentation; slides with  represent additional views and conclusions from the meeting. Members' comments, additional text and actions are shown in **gold text**.

Agenda	Slide
• Competition Act Reminder and Introductions	2 - 4
• Executive Summary	5
• Objectives and actions	6 - 7
• Your feedback	8
<ul style="list-style-type: none"> • Meeting demand for Contract Enquiry <ul style="list-style-type: none"> o Investigate different models of delivering information to advisers and how these can be deployed to meet current and future demands for the service. o Consider Real time services, Bulk services, Real time Multi contract services (hybrid of real time and bulk), Event notification? Transaction History? o Review activity to address this and agree next steps 	9 - 23
<ul style="list-style-type: none"> o Provider fund codes <ul style="list-style-type: none"> o Discuss issues and impact on advisers o Establish what activity is needed to address this and agree next steps 	24 - 28
<ul style="list-style-type: none"> • Error messages: (not covered at this meeting) <ul style="list-style-type: none"> o <i>Discuss how parties can improve the quality of error messages being returned to advisers.</i> o <i>Review activity to address this and agree next steps</i> 	29 - 34
<ul style="list-style-type: none"> • Contract Enquiry “Collaboration Guide” for advisers: <ul style="list-style-type: none"> o FTRC to demonstrate how advisers can access this document and what mechanisms have been put in place to track usage plus, obtain adviser feedback. 	36 - 37
• AOB	38 - 39